



# DEPARTMENTAL PROMOTIONAL EXAMINATION

For

## Manager V, DMV

This departmental promotional examination is being conducted using an alternative examination and selection process for filling specified positions. In addition to candidates competing promotionally, interested incumbents at the Manager V level and those eligible for lateral transfers are encouraged to apply.

**DIVISION** : Communication Programs

**POSITION** : Manager V

**LOCATION** : Sacramento

**SALARY** : \$5878- \$6482

**FINAL FILING DATE** : April 10, 2009

(All applications must be **received** no later than 5:00 p.m. on the final filing date.)

You may fax a copy of your application to Leticia Fenner at (916) 657-8308 to ensure receipt by the Division prior to 5:00 p.m. on the final filing date. If a faxed copy of the application was sent to the Division, you must mail the original application and Statement of Qualifications postmarked no later than the Final File Date to: Department of Motor Vehicles, Communication Programs Division, Attention: Leticia Fenner, 2570 24<sup>th</sup> Street, MS J-266, Sacramento, CA 95818.

### **DUTIES/RESPONSIBILITIES**

Under the general direction of the Program Manager, the Vehicle Registration Publishing Manager, plans, organizes, and directs the activities of staff that publish statewide departmental memos, manuals, and Intra/Internet website content relating to the vehicle registration and related programs.

## **MAJOR DUTIES OF THE POSITION INCLUDE**

- Plans, organizes, and directs the activities of staff that publish statewide departmental memos, manuals, and Intra/Internet website content relating to the vehicle registration and related programs.
- In the absence of the Program Manager directs the development and implementation of procedures based on laws, rules, administrative regulations, and policies for inclusion in a variety of new and revised procedural and technical publications.
- Resolves major differences in the interpretation of various laws and policies by leading divisional representatives compromised of upper management classification levels to facilitate the development of publications for the department's vehicle registration or driver license programs.
- Represents the department in meetings with other governmental agencies, industry groups, and public organizations.
- Acts as the division's liaison to the American Association of Motor Vehicle Administrators.
- Directs the review and updating of the annual California Vehicle Code publication including the electronic transmission of code contents to the Office of State Printing and final review before publication. Other duties as required.
- Establishes section priorities and procedures; assign, distribute, review, and monitor workloads.
- Ensures timely product and service delivery.
- Hires, trains, develops, and evaluates personnel.
- Interprets laws and administrative regulations and policies.
- Represents the department in interpreting laws and policies to other government entities, occupational licensees, finance and vehicle industries, and the general public.
- Makes decisions on the most difficult problems requiring interpretations and application of the law and departmental policy relating to assigned functions; recommends changes in law or policy, as appropriate.
- Provides technical expertise to the section, division, and department regarding the vehicle registration and related programs.
- Coordinates and organizes activities with other divisions to develop new or modify existing policies, and procedures as they impact statewide vehicle registration and related programs.
- Participates in meetings and coordinates with other divisions on statewide projects or issues.
- Researches and develops a variety of decision documents.
- Develops budget data for personnel and equipment needs for the section.
- Responds to, or ensures response to, questions or requests from internal and external customers.

## **POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA**

In addition to the minimum qualifications listed, the following position specific qualifications will be evaluated. Only the most qualified candidates will be interviewed based on screening criteria.

- Knowledge of Department's operations and programs.
- Strong personnel management and leadership skills.
- Demonstrated experience in managing the delivery of quality services to the public and other departmental stakeholders.
- Ability to communicate effectively both orally and in writing with all levels within and outside the Department and the ability to prepare clear and concise reports.
- Well developed interpersonal skills; ability to develop cooperative working relationships with internal and external customers.
- Knowledge of the manager's role in the Equal Employment Opportunities Program and the Department's objectives.
- Ability to plan, organize, and direct the workflow of a multi-disciplinary professional staff.
- Knowledge of office management principles, the principles of effective supervision; state administration, budget, and personnel procedures related to the Department of Motor Vehicles.

## **MINIMUM QUALIFICATIONS**

### **Either I**

One year of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager IV, Department of Motor Vehicles.

### **Or II**

Two years of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager III, Department of Motor Vehicles.

### **Or III**

Four years of managerial or supervisory experience in work requiring knowledge of the regulations of the State of California governing the registration of motor vehicles, the licensing of drivers or the occupational licensing of automobile dealers, dismantlers and salespersons. (Experience in California State service applied toward this requirement must include either at least one year in a class with a level of responsibility not less than that of Manager IV, Department of Motor Vehicles, or Driver Improvement Manager II; or at least two years in a class with a level of responsibility not less than that of Manager III, Department of Motor Vehicles).

(Experience in both the registration of motor vehicles and the licensing of drivers is desirable in any of the above patterns.)

## **KNOWLEDGE AND ABILITIES**

**Knowledge of:** Provisions of the California Vehicle Code and related laws and regulations with particular reference to sections relating to the registration and ownership of vehicles and licensing of drivers; organization, functions, policies and procedures of the Department of Motor Vehicles; office management principles, methods and equipment; principles of effective supervision; accepted methods of handling and accounting for money received; a manager's role in ensuring Equal Employment Opportunities; public administration and general management principles, practices, and problems, including those relating to organization, planning, and work control; and State administrative, budget and personnel procedures, as they relate to the Department of Motor Vehicles.

**Ability to:** Analyze situations accurately and take effective action; gather and analyze data; speak effectively; prepare clear and concise reports; establish and maintain friendly and effective working relationships with applicants, licensees, and others contacted in the work; read and write at a level appropriate to the classification; plan, organize and direct the work of others; and effectively provide Equal Employment Opportunities; plan, organize and direct the operations and staff of several work units of the Department of Motor Vehicles.

**Additional Desirable Qualification:** Experience in a variety of different areas, such as line operations, administration and/or EDP, is desirable for advancement to the highest level in the Manager, Department of Motor Vehicles, series. Possession of a valid driver license.

## **EXAMINATION INFORMATION**

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Statement of Qualifications, and/or interview may be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate. Candidates will be notified in writing of their examination results.

**FILING INSTRUCTIONS:** Applicants failing to meet the filing instructions for this examination will be eliminated.

All interested applicants must submit:

- An original, signed State application (STD. 678) which includes civil service titles and dates of experience.
- A Statement of Qualifications. This Statement of Qualifications is a discussion/summary of the candidate's experience that would qualify him/her for this position. **The statement cannot be more than two pages in length.**
- Resumes are optional and do not take the place of the Statement of Qualifications.
- Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for Special Examination & Appointment (SEA) Program examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).**

The State application and Statement of Qualifications are to be submitted to:

**Department of Motor Vehicles  
Communication Programs Division  
Attention: Leticia Fenner  
2570 24<sup>th</sup> Street, MS – J266  
Sacramento, CA 95818**

**APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.**

**SELF CERTIFICATION STATEMENT** The signature on your application indicates that you have read, understood, and possess the minimum qualifications required for acceptance into this examination.

Any eligibility received through a previous promotional examination process will not be utilized. In order to be considered for this position, you must submit a State application and Statement of Qualifications which must be received by the final filing date. Questions regarding the position should be directed to Leticia Fenner at (916) 657-9097. Questions concerning the examination process should be directed to Alice Schneider, Selection Analyst at (916) 657-6899. California Relay Telephone Service for the deaf or hearing impaired from TDD phone: 1-800-735-2929; from voice phones 1-800-735-2922.

## **ELIGIBLE LIST INFORMATION**

A certification list will not be established as a result of this examination; therefore, candidates will not have the ability to transfer list eligibility to other departments. This examination is only for the specific position identified within this bulletin. **Applications received will not be maintained for future positions.**

## **CRIMINAL RECORD CLEARANCE INFORMATION**

Some positions, within various divisions of the Department of Motor Vehicles, may be subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigations will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.